



May 14, 2020

Twitter, Inc.

1355 Market St. #900
San Francisco, CA 94103

Dear Representative Schiff,

Thank you for your letter regarding efforts to safeguard the conversation occurring on Twitter relating to the global COVID-19 pandemic. During this public health crisis, Twitter is committed to helping people find reliable information, connect with others, and follow what's happening in real-time.

To help people stay informed about our work, we have created an information hub at covid19.twitter.com that is updated on a regular basis. This hub includes information about how Twitter is 1) helping people find reliable information, 2) protecting the public conversation, 3) partnering with organizations and public engagement, 4) empowering research of COVID-19, 5) ensuring site reliability, 6) keeping our employees and partners safe, and 7) sharing metrics.

The public conversation occurring on Twitter is extremely important during this unprecedented public health emergency. Our goal is to elevate and amplify authoritative health information for all individuals who come to Twitter.

Our dedicated search prompt feature ensures that when individuals come to the service for information about COVID-19, they are met with credible, authoritative content at the top of their search experience. We also implemented a dedicated COVID-19 event page, which is featured in-app and includes updated, credible, and localized information.

In March, we updated our enforcement guidelines by broadening our definition of harm to address, specifically, content related to COVID-19 that goes directly against guidance from authoritative sources of global and local public health information. We require

individuals to remove violative Tweets in a variety of contexts with the goal of preventing offline harm. We have continued to expand our enforcement guidelines to keep up with evolving threats, such as, for example, activity that would lead to the destruction of critical 5G infrastructure.

We share your view that providing people with additional context about the information they are viewing can be helpful to combating misinformation. On May 12th, we announced that we are implementing new labels and warning messages that will provide additional information on some Tweets containing disputed or misleading information related to COVID-19.

We may use these labels and warning messages to provide additional explanations or clarifications in situations where the risks of harm associated with a Tweet are less severe but where people may still be confused or misled by the content. This will make it easier to find facts and make informed decisions about what people see on Twitter.

Labels will now appear on Tweets containing potentially harmful, misleading information related to COVID-19. This will also apply to Tweets sent before today. These labels will link to a Twitter-curated page or external trusted source containing additional information on the claims made within the Tweet.

We will take action based on three broad categories: (1) misleading information defined as statements or assertions that have been confirmed to be false or misleading by subject-matter experts, such as public health authorities; (2) disputed claims, defined as statements or assertions in which the accuracy, truthfulness, or credibility of the claim is contested or unknown; and (3) unverified claims — information (which could be true or false) that is unconfirmed at the time it is shared.

Depending on the propensity for harm and type of misleading information, warnings may also be applied to a Tweet. These warnings will inform people that the information in the Tweet conflicts with public health experts' guidance before they view it.

Our teams are using and improving our internal systems to proactively monitor content related to COVID-19. These systems

help ensure we are not amplifying Tweets with these warnings or labels and detecting the high-visibility content quickly.

Additionally, we will continue to rely on trusted partners to identify content that is likely to result in offline harm. Given the dynamic situation, we will prioritize review and labeling of content that could lead to increased exposure or transmission.

In this challenging environment, information regarding COVID-19 is constantly evolving and we believe fighting disinformation in real-time is the best use of our resources and attention. We will continue to iterate our policies, enforce our rules, invest in partnerships, and create opportunities to amplify authoritative partners globally.

As we continue to iterate, we're committed to continuing to engage with you, your staff, and Congress to ensure that we have your input to help us best ensure that we are giving everyone the power to create and share ideas and information instantly without barriers.

Please let me know if you have any questions or would like to discuss further. We look forward to continuing the conversation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jessica Herrera-Flanigan', with a stylized, flowing script.

Jessica Herrera-Flanigan
VP, Public Policy & Philanthropy, Americas